



Notre Dame Education Center Job Description

Job Title: Career Coach

Reports To: Workforce Readiness Program Manager

Schedule: 35 hours/52 weeks

Department: Workforce Readiness Program

Send resume to: resume@ndecboston.org

Summary: Notre Dame Education Center (NDEC) (www.ndecboston.org), a 501c3 non-profit organization is seeking a professional Career Coach. The Career Coach is responsible for assisting a diverse population of job seekers in locating and sustaining employment through a continuum of job development services while meeting placement goals and fostering relationships with employment, training and higher education partners.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Meet individually with adult learners enrolled in NDEC's programs to assess overall strengths and needs, set goals and insure progress in acquiring a position commensurate with skill level
- Recruit for and teach Office Skills and Technology 60-hour Career Exploration Courses
- Maintain and develop relationships with One-Stop Career Centers, Vocational Training Programs, and Community Colleges to make appropriate referrals
- Provide advocacy on adult learner's behalf with relevant job training, employment agencies and business community
- Meet individually with graduates who are seeking jobs or training programs
- Prepare students for job interviews and application procedures, and assist students in resume preparation
- Work alongside Workforce Readiness Program Manager to plan and coordinate center-wide Industry Panels, Mock-Interviews, and Career Skills workshops
- Follow up with adults who have positions to ensure perseverance and help overcoming obstacles to success in a job
- Teach in-class Employability Workshops to ESOL and HiSet students
- Other duties relevant to the Workforce Readiness Program and as assigned by the Program Director

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings
- **Interpersonal** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, experience and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Skills/Knowledge/Experience:

BA/BS (or higher) in Human Services, Education or related field

Required Qualifications:

- Three years of experience in workforce development, human services, adult education or related field required;
- Demonstrated experience creating and maintaining professional business relationships with employers and training providers
- Experience providing case management preferred;
- Knowledge of Boston area community resources, training and education programs preferred
- Experience working with adult learners and ESOL students highly preferred;
- Excellent communication and writing skills, strong computer skills required;
- Outstanding interpersonal, customer service and organizational skills required;
- Ability to work in a multi-cultural environment required;
- Ability to work as part of a team required.
- Bilingual a plus

Computer Skills: To perform this job successfully, an individual should have a working knowledge of Microsoft Office Suite.

Certificates and Licenses: No certifications needed

Supervisory Responsibilities:

No supervisory responsibilities

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the office/classroom work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is routinely required to stand and walk.